



HERITAGE
— VENUES —

Frequently Asked Questions

To help plan your wedding day, here are some frequently asked questions and answers we hope you'll find useful. For speed, just click on the item in the Table of Contents below to go direct to that topic.

Our team are always on hand to answer your questions, but we would appreciate you checking the FAQs first, particularly during peak season, as the vast majority of your queries are likely to be covered here.

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Viewings and Visits

Can we visit at any time?

There are times when our clients' privacy means viewings and visits can't be made. Please contact us on 01628 90 60 40, or send us an email to info@heritagevenues.com to book your visit.

Weekdays 9am-5pm, and Saturday mornings while the venue is being set up for a wedding, are often the best times. This also applies if you want to arrange a time to visit with suppliers, friends and family members.

What happens at a viewing?

Our experienced sales & events team will show you around the whole venue, tailoring your viewing to the time of year you are thinking of getting married, and your vision of the day. They will provide you with lots of information and suggest options based on the information you give them. Please allow 45 minutes for the viewing, after which you are very welcome to look around unaccompanied, taking your time to begin shaping your ideas. We have photo-books available and our website is regularly updated to show the venue's potential and provide inspirational ideas.

Who are Heritage Venues Ltd (HVL)?

The HVL team acts as the sales agent for Lillibrooke Manor Ltd (LML), and deliver all events at the venue, including high end catering by our own Chefs. Initially you'll liaise with our sales team for viewing and booking, then our dedicated operations team throughout your planning, and our event team on the day.

Why book Lillibrooke Manor and Heritage Venues?

As well as falling in love with the stunning Lillibrooke Manor when you view, your experience of the HVL team from your first contact will demonstrate our very strong culture of customer service. We become your trusted partner to deliver one of the most important days of your lives, which is reflected in the wealth of incredible reviews we receive – including feedback on the amazing food produced by Krino Merrir and his team. We encourage you to browse through them all, available on both the Lillibrooke Manor and Heritage Venues web sites.

A practical guide on selecting your venue is also at: lillibrookemanor.co.uk/choosing-the-perfect-wedding-venue/

Booking and Beyond

Can I hold a date?

Yes, once you have viewed the venue and decide you want to book, we'll hold your date for a maximum of three days so you have time to review the Terms & Conditions (T&Cs) and make payment. This also provides you the opportunity to speak to your local church or registrars.

Payments are made to LML for venue hire, and later to HVL for catering – see schedule below. The HVL menus/price lists cover the cost of all their services from beginning to end.

What is needed to secure my booking?

A 25% payment of the venue hire fee to LML for your date, plus an electronic copy of your signed booking form and both the LML and HVL T&C's. Phased payments for the remaining 75% are shown below.

Payment schedule: please see T&Cs for full details.

Payment Date	Scheduled Payment
On booking* 3 months later 13 months prior to wedding date	25% of Venue Hire fee to LML 25% of Venue Hire fee to LML 50% of Venue Hire fee to LML
6 months before the Event Date	Minimum Spend to HVL**
One month before the Event Date	The unpaid balance of the Total Cost to HVL
On receipt of invoice or card payment on the Event Date	Any unpaid balance or additional payments (e.g. bar tab, additional purchases, damage, etc) to HVL

* Phased Venue Hire payment periods do not apply to any booking made within a 12-month period of the event date. In this case the full Venue Hire payment is required to secure the date.

** Minimum Event Management & Catering spend is £5000 Inc VAT for Wednesday, Thursday & Sunday (excluding Bank Holidays)

Minimum Event Management & Catering spend is £6600 Inc VAT for Friday & Saturday

HVL Prices are current at the time of publication and are subject to change in line with market rates. Prices will be held at the current published rate 6 months before your wedding date/

What happens after I have booked?

One of our dedicated team will be in touch to introduce themselves and provide links to some useful planning resources such as a table plan and dietary requirement spreadsheet, supplier chart, planning timelines and schedules.

Within 12 months of your date you will be invited to your menu tasting.

At 6 months your operations contact will be in touch to go through the necessary planning documents required and book in a meeting to discuss the

requirements of your day. This meeting will take place 8-10 weeks ahead of your wedding date.

We understand that once you've confirmed your booking you'll be busy with many other things, so we won't take it personally if we don't hear from you for a while! In the meantime, we recommend using the excellent planning tools on web sites such as Hitched and Bridebook to make the process stress-free – as well as the Planning documents on the HVL web site: www.heritagevenues.com/lillibrooke-manoir/wedding-planner/

We strongly recommend you take out reputable and comprehensive wedding insurance on the day you book the venue, including Public and Personal Liability.

Open events

Look out for open events that pop up during the year, when we open the venue for you to visit. Some will provide the opportunity to meet a selection of our approved suppliers. These events will be advertised on our web site and social media – tickets are booked via Eventbrite.

Can I cancel, and what is your policy?

Yes, you can cancel and the level of refund you may be entitled to at the time are set out in the Terms & Conditions for LML and HVL. If you would like us to send you a copy before deciding whether to book, please contact us at info@lillibrookemanor.co.uk. Otherwise they will be sent to you when you confirm your booking, with sufficient time to review them and ask any questions before signing and making payment.

On-Site Ceremony:

Where is licenced for a Ceremony onsite?

Lillibrooke has 3 licensed spaces for indoor ceremonies - the Small Barn, Great Barn, Engine House. Outdoor ceremonies can be held in the Cloister Garden, Manor House Walled Garden (back) and Manor House Courtyard (front). Your guest numbers and time of year may dictate which of these options will be best for you.

Who books the Registrar?

This is something you need to do direct as early as possible – the Royal Borough of Windsor & Maidenhead have a helpful page on their web site at: https://www3.rbwm.gov.uk/info/200154/births_deaths_and_ceremonies/77/getting_married
Lillibrooke Manor is a registered and approved venue.

A Celebrant can also be booked – see our approved suppliers list.

What is the civil ceremony fee?

If you are having an onsite ceremony, once you have booked your Registrar or Celebrant please let us

know, as the civil ceremony fee will need to be added to your quote. The fee covers the setup of the ceremony area with all chairs (indoor use only), tables, linen, use of speaker systems, cleaning thereafter.

What do we use for seating if we have an outdoor ceremony?

You are welcome to hire in your own seating should you wish, or we can supply white folding ceremony chairs, for which there is an extra charge. Please refer to the Event Management & Catering price list for full details.

What happens if it rains- wet weather plans for outdoor ceremonies?

Should you have planned an outdoor ceremony, but on the day make a decision to have the ceremony indoors instead due to the weather; we would need to set up in the Small Barn. We ask where possible that the call is made as far in advance as possible, so our staff are aware, and to avoid any very last minute changes of set up. Any suppliers who are part of the outdoor setup e.g. florists or musicians, will also need to be made aware so they know where to set up.

Off-Site Ceremony:

You will need to book the church as quickly as possible (ideally prior to booking the venue). Those closest to Lillibrooke are:

- Saint Mary's Church, White Waltham
- Waltham Saint Lawrence Parish Church
- Ruscombe Church, Twyford

Can we come in to dress the venue ourselves?

You're welcome to do this, but we ask that you use suppliers for decorations that require high ladder work such as lighting, bunting from the rafters, etc. Your suppliers must provide their own ladders. See the separate Information for Suppliers sheet at the end of this document for the information we need well in advance if they are not our approved suppliers.

Time of access on the day for you and/or your suppliers is by prior arrangement and agreed at your Operations meeting. Generally, anything after 8am will be fine.

Can I come in the day before and set up?

We can't promise the day before will be available as it's very likely there will be a booking, so please prepare for same day set up. Couples will quite often make this a duty of their Ushers and/or family members. If 7 days in advance the venue is still available the day before, you'll be welcome to plan your set-up then, and this should be discussed with your operations contact. Alternatively, we are happy to provide extra staff to set up personal touches for each table, including table numbers, name places and

favours for which there is an extra charge. Please refer to the Event Management & Catering price list for full details.

When must we vacate?

If you have a standard licence the bar will close at 11.30pm, leaving your party to wind down and all guests to have left the venue by midnight. If you have requested (and been granted) a bar extension, the same timing of 30 minutes after the bar closes applies.

We would appreciate your cooperation in ensuring guests leave at the appropriate time, and as quietly as possible, in consideration of our neighbours. It is a good idea for someone within the party (quite often bride and grooms' parents) to be asked to take responsibility for this to happen and gently encourage guests to leave. In extreme circumstances if there has been undue delay in guests departing, we may need to charge extra staff time accordingly.

When must we / suppliers collect things left at the venue overnight?

Without fail everything (including guests' cars) must be collected between 8am and 10am the following day – Bank Holidays may require different timings by arrangement. It's very important the deadline isn't overrun as another event may be in progress (including corporate events with many vehicles and an early start)! Please ask suppliers of lighting rigs or set-ups that will take some time to clear, to liaise with us well in advance so we can agree set-up and take-down times (often overnight or very early morning) around our cleaning schedule and set-up for the following day.

About the Venue

What's included in the venue hire fee?

The hire of Lillibrooke Manor for your day, from 8am and standard end time of carriages at midnight, excluding accommodation areas (eg Manor House and its garden, The Loft and The Old Piggery). And then exclusive use from midday, allowing for sales viewings, Manor House guests' check-out and previous day wedding collections to take place in the morning.

Projector screens, mics, audio-visual equipment in the barns (not for use by bands and DJs), basic lighting (see AV below), heating and furniture; including round tables, trestle tables (for long top table/buffet stations), gold Napoleon and Chiavari banqueting chairs (used for the inside ceremony setting and wedding breakfast), wooden easels (x 2), cloakroom with hangers.

Lillibrooke's gardeners plan their work around event days to ensure the grounds, lawns and gardens look their very best for your day.

Lighting - the Small Barn has fairy lights on wall hung carriage wheels, together with down lighters. The Great Barn has candle chandeliers, roof and beam down lighters, and feature 'wash' lighting to the apex of the roof, which can be set to rotate through a change of colours, or to one static colour to match your theme.

What is not included in the venue hire fee?

LML does not provide services of any kind. All services are provided by the HVL team – including sales, operations, finance, event management and delivery, and the dedicated kitchen team. All covered by the cost per head prices published for food, drinks, and other one-off costs - see the Food and Drink section for full details. Note that the ceremony fee is charged by HVL on your catering invoice where applicable.

Please also refer to the Event Management & Catering price list for full details of optional additional charges.

Generally anything that would be specific to your personal needs and/or taste for your event - such as flowers, room theming and dressing, additional lighting, vintage crockery, entertainers – would be booked by you direct with a third party supplier.

What photographic locations are available?

Lillibrooke's 15 acres of stunning grounds and the listed buildings provide many beautiful backdrops. Heritage Venues' approved photographers are very familiar with the venue, and know all its interesting nooks and crannies! If you use your own photographer, they are welcome to visit by appointment beforehand to familiarise themselves.

Capacities & Facilities

How many guests can we seat for the ceremony?

Great Barn: 170
Small Barn: 130
Cloister Courtyard: 170*
Engine House: 60

* If the Small Barn is used as a 'wet weather' option, note its maximum capacity is 130 seated. Where you have larger numbers for an outside ceremony, you might consider hiring a Capri marquee for the courtyard, which works very well in wet weather.

How many guests can be accommodated for a sit down meal?

Great Barn: up to 170 with round tables
Engine House: up to 50 with round tables
Small Barn: up to 80

Note that where maximum numbers are seated for a meal in the Great Barn, it will be necessary to move or reconfigure tables afterwards to accommodate the

bar and dance areas. Please feel free to discuss this with a member of the team as part of your planning.

Can we invite more guests for the evening?

Of course, and it's very common to have different guest numbers for day and evening. Please let us know in advance how many guests you have so that we can include this in our quotes, planning and staffing – a rough estimate initially will be enough, with confirmed numbers a minimum of 1 month before. Note the Great Barns maximum capacity is 250 standing.

How many car parking spaces does the venue have?

The main car park accommodates 50 cars, with additional spaces next to the Great Barn, and coach parking where required. The venue sits in 15 acres, and overflow parking is provided in the small paddock as required with as many as several hundred cars parked onsite for some events during the summer months.

Can cars be left overnight?

Yes, but must be collected without fail between 8am and 10am the following day (by arrangement on Bank Holidays).

Does the venue have heating?

Yes, both barns are fully heated, as are the Engine House and Cottage Room. All areas are pre-heated on cold winter days to ensure a comfortable temperature on arrival.

How many toilets are there available onsite?

We have 1 in the Small Barn and 7 in the Great Barn; one being a disabled toilet with a baby changing unit.

Do you have baby changing facilities?

Yes, a fold-down changing table and nappy disposal bin are located in the disabled toilet in the Great Barn. Toilets must please not be used for nappies.

Do you have facilities for people with disabilities?

Yes, we have ramps to use around the venue and a disabled toilet in the Great Barn. These guests can park close to the entrance of the Great Barn for easy access. No 'blue badge' is required and we're happy to accommodate any of your guests who have limited mobility. Please let your event manager know beforehand if ramps and assistance will be required so that our staff can be on hand to help.

What AV equipment do you have?

We have a high quality Bose audio system in the Small Barn with Bluetooth connection for use with your iPad/iPhone for ceremony and background music. The Great Barn has a large full range Bose system with speakers placed throughout the barn for superb audio clarity, hand held mics, 6m projector screen, ceiling-hung projector, and laptop. If you wish to

show photos or videos just load them onto a memory stick for use with our system. A sound limiter is set at 96dB.

Please note that Apple Mac equipment, laptops and software including iPads, are quite often tricky to set up due to their lack of connections, and sometimes are not compatible at all. Our strong preference is to use a memory stick on our own laptop, but if you do need to use Apple Mac equipment please book in a trial run before the day, to ensure everything is tested in advance and solutions can be found wherever possible.

AV systems in both barns are free of charge for speeches and background music.

When can the band/DJ set up their equipment?

This is up to you, but the two main options are usually before meal service, or just after it. Bear in mind that bands will also need to do a sound check.

How loud can the band/DJ play?

A sound limiter is installed and set at a very healthy 96dB as maximum, in line with local Council requirements (some venues are more limited if they have very close neighbours). Your professional entertainers will be used to working with limiters and how they operate.

Is Lillibrooke a smoke-free environment?

There is a strict no smoking policy inside any barn or building. However, guests can use the designated smoking areas in the Cloister by the Small barn, in the Great Barn garden to the rear of the Great Barn, and at the tables in the Manor House garden behind the Manor House. Uprturned flower pots and sand containers used as ashtrays denote the areas. We do ask for people's co-operation to use the ashtrays provided. This is particularly important during hot weather when the ground is very dry.

Can we bring our dogs?

We are pet friendly and you're welcome to bring your dogs to walk them in the grounds - we'll be happy to provide drinking water for them. Please bag any mess and remove from site. Unfortunately, we cannot generally allow them in the Barns (with the exception of guide dogs), or wherever food is being served.

On-site accommodation

Is there accommodation onsite?

The Manor House was fully refurbished in 2021, and now provides six luxurious double suites, each with en-suite shower / bathroom. Standard access is from 3.30pm on the day of your event, with check out the following day at 10.30am.

The Manor House is available in its entirety to wedding couples, and it is not possible to book

individual rooms. Booking must initially be for your wedding/event night only, through the Hestian Stays web site, in one name with one payment, please review the T&Cs, House Rules and FAQs before you book. <https://hestianstays.com/>

The Loft - a private double suite with bathroom and small kitchenette, and The Old Piggery - another private double suite and bathroom, provide additional accommodation adjacent to the Manor House. Both have their own private access, and The Old Piggery is on the ground floor with no stairs.

Can we book The Loft, or The Old Piggery, on their own?

Use of these additional suites is only available as part of a Manor House booking. The Loft is provided within the price of the Manor House, but we must be notified via the web site that it will be in use so that we can prepare it for you. The Old Piggery carries an additional charge of £150 inc VAT, again as part of an overall Manor House booking via the Hestian web site.

For local accommodation for your guests, please visit our website.

<https://lillibrookemanor.co.uk/accommodation/>

Do we have use of the Manor House?

Yes, once booked as your overnight accommodation for the night of your wedding. You will have access as standard from 3.30pm.

If you do not plan to book the Manor House for your accommodation, and if it is available on the morning of your wedding, it is possible to book for your morning preparation at an additional cost of £225 inc VAT. You will have access to the kitchen and dining room, drawing room, and The Lady Englefield suite on the first floor. Standard arrival time is 8am and you will need to clear the Manor House of all personal items during the afternoon (by 5pm at the latest). Please let your operations contact know if you would like this option, which can be confirmed 7 days beforehand if the Manor House remains unbooked for the night before.

The exterior of the Manor House makes for a stunning backdrop for your photos and confetti shots. The Manor House Garden is also a beautiful space should you wish to hold your drinks reception in the grounds.

Is there a private area we can use to get ready?

Yes, we have the private Cottage Room, which is yours for the day. Facilities include dress hooks, dressing table and mirror, full length mirror, comfortable seating, table and chairs (required for your meeting with the Registrar), heating, kettle and mini fridge with soft drinks and bottled water (also for use with the kettle), and umbrellas. The nearest WC is just across the courtyard in the Small Barn.

If you are arriving on site early, we can provide a hamper for the bridal party at an additional cost.

Hestian Stays handle all on-site accommodation bookings and queries.

Suppliers & Decorations

Do we have to use your preferred suppliers, or can we book our own?

You don't have to use our preferred suppliers but we have a full list of excellent suppliers, who regularly work at our venue.

Our suppliers come highly recommended because of their professionalism, reliability, detailed knowledge of what works well at Lillibrooke, and achievement of continual positive feedback. Their insurances and H&S documentation has been pre-approved by us, and they are compliant with all our fire/health & safety requirements.

If you use your own suppliers they will be required to submit documentation well in advance for our approval (see 'Useful Information for Suppliers' sheet below which should be forwarded to all your suppliers). Please provide a list of the suppliers you'll be using to our team as early as possible.

It's very important that if you're thinking of having something out of the ordinary you contact us to discuss it before confirming a booking with a supplier. Examples are animals as ring bearers, fun fair, arrival by helicopter, circus acts...etc. We love the variety of themes and individual touches at our weddings and will work with you to make things happen wherever we can – but sometimes there are limitations, so do please discuss with us first. This also applies to external food and drink suppliers (see Food & Drink section).

Are there fire restrictions at the venue?

More care is required due to wooden structures, but the limitations below are sensible precautions in terms of fire safety.

Do you allow fireworks and sparklers?

We do indeed, but we are obliged to use suppliers who are fully approved by our insurers. Very loud bangs do need to be avoided. Low noise displays only are allowed Sunday – Thursday, with standard fireworks for Friday & Saturday. Sparklers can be used in specific outside areas and with necessary controls in place – similarly with fire eaters too! Please discuss with us before making any booking or bringing sparklers on site. Note that certain weather conditions may mean your supplier and the venue may cancel your booked display following their Risk Assessment.

Do you allow smoke bombs?

Yes we do, but they do come with a few safety guidelines. They won't be allowed in high winds and must be used in an open area outdoors and avoid any areas that are overly dry and susceptible to catching fire. We recommend smoke bombs that have non-toxic smoke with a fully biodegradable body. HVL reserve the right to review use of smoke bombs which may not be allowable at certain times due to weather, ground conditions, or other factors in line with their site Risk Assessment.

Do you allow Chinese lanterns?

Unfortunately not, as they are not safe for the environment.

Do you allow candles and nightlights inside the barns?

Naked flames are not allowed, but tea lights or small candles in covered containers (e.g. hurricane lamps) are acceptable. Proposed containers should please be approved by us during your planning. Alternatively, digital candles are fine and look just as good as the real thing.

Do you allow a fire pit?

We do allow small fire pits outside 3m away from the Great Barn, and understand one may be required as part of your ceremony. It is with regret that we cannot allow these inside the buildings for fire safety reasons. We would ask that a protective base is supplied and used as they will otherwise leave scorch marks on the grass – not required for shingled areas. It's always best to discuss with us well in advance. It may be necessary for us to withdraw previous approval in very dry/windy conditions.

Can we use drone photography/videography?

Lillibrooke is in a 'no fly' zone as White Waltham aerodrome is very close by. Your photographer/videographer will need to have the relevant drone pilot qualification, and gain written approval from White Waltham, whatever the height/weight of their drone. Their approval should be sent to us, and include the agreed drone flight date, time and duration. It is not possible for amateur drone owners to use their machines at Lillibrooke. The qualified drone pilot must also advise you if weather conditions are such on the day that the flight cannot take place.

Are we allowed hay bales?

Yes, these are fine. However, it is necessary that your supplier provide a full clean up afterwards to keep the venue looking its best for the next event.

Do you allow glitter, confetti and confetti cannons?

Glitter and confetti can be used in outside areas of the venue, but it must please be biodegradable. Confetti cannons are not allowed at the venue.

Do you allow smoke or haze machines?

Sorry, no – they set off the smoke detectors and we naturally have to evacuate the buildings when the fire system is activated – a sure way to put a dampener on the party mood!

Food

How does wedding catering work?

Due to high guest numbers and practicality of delivering food to the tables at the same time, wedding catering is regarded as 'banqueting'. Unlike a restaurant where people can choose their own dishes, you decide what will be offered to them all. This includes one meat/fish starter and main plus vegetarian starter and main.

What else, other than the cost for the food itself, is included in the price per head?

Included are: All white table linen (tablecloths and napkins), white crockery, cutlery, glassware (in conjunction with a drinks package/glassware package), use of projector, screen, mics, audio system for speeches and background music, fully stocked bar (card payments only), cake table & knife and full staffing see below. This is in addition to the sales, planning and admin support provided by the wider HVL team throughout, which is also factored into our pricing.

Do we pay separately for staff?

No, this is built in to your catering price per head and will include a dedicated Event Manager, waiting staff, bar staff, full catering team, and facilities manager/technical support to assist you and your suppliers as required. Not forgetting our dedicated sales and events planning team who will be on hand from your first enquiry through to your wedding day.

Are my catering prices fixed at the time of booking?

Prices are subject to change inline with market rates and also undergo an annual review in November. We can guarantee that prices will be held at the current published rate 6 months before your wedding date.

Do you offer a menu tasting?

Yes we have tasting events where you can sample some of the exciting dishes that the Head Chef and his team produce. Tasting events are held during the year where we provide a selection of our most popular dishes and you'll also have a chance to sample drinks from our drinks packages. This is complimentary for each couple as part of your booking, and the sales team will be in touch to invite you to one of these.

The purpose of a tasting evening is just to provide an insight into the exceptional quality of the food and its presentation. We cannot offer private tastings, and it is of course not possible to produce every dish on our menus, nor provide seasonal dishes at a different time of year.

The tastings are group events usually with around 35 couples attending. Not only are they very enjoyable evenings, they also allow you to experience the feel of the Great Barn from a guest's perspective before your wedding. Usually grouped with couples from the same time of year, it's also a great opportunity to share plans and ideas with other couples.

Note that where you have booked at short notice (1 year or less) or where your date has been moved due to unforeseen circumstances, a tasting event may not be available for you to attend although we will try our best to provide one.

Do you change your menus?

We generally change the menus once a year, when our Chefs come up with new and exciting dishes. The most popular choices will remain on the menu, although their presentation or accompaniments may be adjusted. We will give you a copy of the latest menus at the tasting event, or email them on request at any time. Also keep an eye on the web site and social media for updated food photographs.

How many dishes do we choose for our guests?

We ask you to choose one meat and one vegetarian option, and this is the most usual way to cater for larger numbers. You should then ask guests on your RSVP's to let you know if they have any dietary requirements or (very importantly) food allergies, which you should then carefully mark up on a table plan template that we'll provide, and send to us no later than **one month** in advance.

To avoid confusion, please don't share the whole menu with your guests, given they will not be choosing their own dishes! If you would like to allow your guests to choose between two meat/fish options, there will be an extra charge for this to reflect the additional time and staff required for preparation and service, and you should be aware that this will nonetheless impact on the speed of service during your meal. For this reason it is not recommended, but please enquire with the sales team regarding the extra charges if you would like to provide additional choices for your guests.

Do you have food options available for children?

Yes, a Children's menu is available, and one choice should be selected from the menu for all your young guests. Alternatively, we can serve ½ portion of the chosen adult menu, charged at half price. As with your adult guests, you must advise us of any dietary requirements and (very importantly) allergies – see above. If you send the children's menu to parents, please ask them to specify all the dishes their child will be happy with so you can choose one that will suit them all, other than any special dietary requirements / allergens of course.

Can we design our own menu?

Our menu has been carefully selected by our renowned Head Chef to include a wide selection of dishes, as well as taking into account allergies and dietary requirements. This allows you to confidently choose for all your guests. Other than small adjustments that we'll be happy to try to accommodate in advance, highly customised menus are not available.

How many canapés do you suggest?

We will be able to guide you on this number based on the timings of your day. You'll need to take your guests' dietary requirements into account when selecting your canapes, to ensure there are suitable options for everyone.

Can you cater for our guests who are vegetarian or have food allergies?

Yes, we can cater for any dietary requirements as long as we know about them in advance. We'll need to know who these guests are, where they are sitting and what their requirements are. This should be sent to us on the table plan template we provide in advance of your wedding. Being clear about any allergies is extremely important given the very serious consequences they can have.

We believe all your guests should be served amazing food, whatever their dietary needs. The constant flow of positive feedback shows it is really appreciated by those who are sometimes made to feel like an 'after thought' by less flexible caterers!

Can the outdoor pizza oven be provided at any time of year?

Generally when the weather is extremely cold (December through to March) these will be cooked in the kitchens. Cooking methods are used which create a very similar look and taste to the outdoor offerings. This is done not only because your guests will not want to be outside in very cold weather or to lose heat from the Great Barn, but also in consideration of the working conditions of our chefs!

What time is evening food served?

This will depend on your itinerary and timing of other catering earlier in the day. Service of your evening menu selections should be no later than 45 minutes before last orders (depending on whether you have a standard or extended bar), to ensure your guests have the opportunity to eat without being rushed and before they need to leave the venue.

Should we provide our contractors with a meal?

It depends on the T&Cs of your suppliers and/or what you agree with them. If a hot meal is required we would generally supply them with the main course only from your final wedding breakfast menu. It is best to check your contract with the suppliers as they

may stipulate it. It is also good to let your contractors know what to expect and when. We generally serve suppliers their meal in the Engine House or Small Barn once we have served all of your guests their main meal in the Great Barn. Price is dependent on what you select.

What is the absolute cut-off time for changes to be made?

Because of the exclusive hire you enjoy, your day will be planned by us well in advance in terms of staffing, i.e. Event Manager, Waiting Team, Kitchen Team, and placing orders with our suppliers. It is therefore necessary to have an absolute cut-off date one month beforehand, with any final (minor) changes no more than 14 days beforehand.

Please note that no refund can be given for reduced guest numbers within the 14 day period. Similarly, it is unlikely that short notice additions other than one or two people can be accommodated. For any short notice guest additions, please remember to still provide us with their dietary requirements / allergens.

Do you have a cake stand and knife?

These are usually provided by your cake supplier, but we do have a cake knife for your use if required – please just let us know at your Operations meeting if you need it.

Can we bring in external food or drink suppliers?

Heritage Venues has its own kitchens and highly experienced chefs based at Lillibrooke Manor, so there is generally no need for external suppliers. Where we've catered for the reception / wedding breakfast we cannot mix external catering with our own on the same day (such as a catering van for evening food) or allow external caterers to offer something we can supply. This also applies to family/friends supplying any hot or cold cooked food. This is to ensure our full control over the quality, safety and provenance of food cooked and served throughout your day.

If you want to bring in something such as a pick 'n mix table, that will be fine as there's no food risk involved.

We do allow ice cream carts and cheese towers to be externally provided and set-up during your wedding at an additional charge.

Drinks

What drinks are included in the minimum spend?

We offer drinks packages that can be tailored to your day. Please refer to our Wedding Breakfast Menus for more information on price, and what packages are available. You can also 'mix and match' between the packages, or request completely different drinks, which we'll be happy to quote for you. Note there is no minimum spend on the bar.

Can we order additional bottles of wine?

Yes, we sell a good selection on the bar from house wines up to more expensive options. Please don't hesitate to ask a member of the team for our most up to date bar menu.

Do you offer 'novelty' drinks?

We do - current favourites are;

Gin bar - often set up outside in the summer, for which you can purchase tokens and give them to your guests as favours. The speciality gins are also stocked behind the bar. **Whisky and Rum bars also available**

Pimp my Prosecco – adds real interest to your welcome drinks with guests selecting their own additions and condiments.

Boozy Pimp My Prosecco - What is not to love about a Mimosa, Kir Royal, Elderflower Fizz and a Raspberry Bellini?

Pimm's – a summer favourite served from our vintage Pimm's tricycle

Warm mulled wine or cider – ideal for winter weddings, full of seasonal flavours

Cocktails – Espresso Martini's, Porn Star Martini's and Mojito's are all available on your day.

Boozy Hot Choc - Warm up your guests with an indulgent boozy hot choc with either Baileys or Tia Maria.

Can we request special drinks to be provided on the bar?

Yes and we will do our best to provide it. If it is a very specialist drink, we may ask you to provide it to then be sold on the bar at a discounted rate.

Can we stock the bar ourselves?

This is not possible - the bar is covered under our own licence and we are obliged to control what is provided and its source. If you would like something to be served that we don't stock, please let us know. We will endeavour to source it, in the quantity you specify, and sell it at the bar. You will need to pay for any unused stock, which will be kept aside for your collection.

Can we pre-pay a bar tab for our guests?

Yes, and we can exclude certain things (i.e. shots or spirits) if required. You can agree the maximum you want on your tab and pre-pay, and if you decide to increase it on the night up to a new limit, the tab would need to be settled by debit/credit card at the end of the night.

Does the bar take cash and card?

We operate a card-only bar and take any card (including Amex) and with all payment options available. Please let your guests know this in advance (see 'Useful Information for Guests' page).

What about guests who aren't drinking?

We provide a great range of soft drinks, including non-alcoholic prosecco, beer and lager, standard soft

drinks and squashes, and a range of interesting 'mocktails' made to order.

Can we supply our own drinks and is there an upper limit?

Yes you can, limited to the drinks reception and meal only. You will need to take our glassware package which allows us to provide glassware and service for the drinks you supply, together with a recycling charge for bottles and packaging.

You can provide drinks for reception, table wine for meal service and toast. Upper limits match those we supply in our own drinks packages, which are more than adequate allowances:

- Two glasses per person at the drinks reception
- Half a bottle of wine per person for the meal
- One toast drink per person
- Plus any soft drinks you would like to bring

Once tables are cleared after the meal, no alcohol brought in by you can be consumed. Any bottles unopened at that time will be securely stored for you to take home at the end of the event, together with corks / lids from the used bottles. You may not bring your own beer or lager to be served during the meal. All drinks provided by yourselves must be approved by us in advance to ensure responsible drinking under our license, and we can advise you on quantities. Please discuss your plans with us before you make any purchases.

Can we provide alcoholic favours?

Alcoholic favours are not allowed to help us ensure responsible drinking, and also to prevent potential access by children when put out on the tables.

What happens with all the bottles and boxes if I provide my own drink?

If you choose to supply your own drink as above, there is also a recycling charge to cover disposal of all your empty bottles and packaging. A recycling charge is made in tandem with our glassware package to cover the cost of bottle and packaging disposal.

Lost Property

What happens to my belongings after my event?

Any items left behind by yourselves after your event will be placed into the Engine House by our staff ready for collection the following morning, either by

yourselves, friends, family or suppliers. Cake or perishables will be put into the fridge in the service area off the Engine House.

We are not responsible for any lost items during or after an event and all belongings are left at your own risk. We recommend you take precious or high value items away with you on the night.

In the event you discover anything missing from your belongings, please report it to us immediately, ensuring the best chance of recovery before the next event. Please though check with your immediate party first, since most items thought to be missing have actually been collected by someone else 99% of the time!

Note that we discard anything left on site one month after the event date.

Insurance

Do we need wedding insurance?

We strongly recommend you include this within your budget and purchase insurance when you book your venue. Your wedding is a big financial commitment, and things can unfortunately go wrong. There's a great deal of advice and information online about what you'll need and why, and available policies. We recommend you obtain a reputable comprehensive insurance that includes both Public and Personal Liability.

Does Heritage Venues Ltd have its own Public Liability and other Insurance?

Yes, we are a fully compliant business with all necessary insurances, and highest food hygiene standards (5 star rating).

These FAQs are subject to change. The current version is available in the HVL Wedding Planner with other useful documents at:
www.heritagevenues.com/lillibrooke-manor/wedding-planner/

Useful information for Suppliers

Dependent on the service you're supplying, Heritage Venues Ltd should be provided with the following documents well in advance of the event, and a minimum of one month beforehand. If you are uncertain about any of the requirements and which will apply to you, please contact us on 01628 906040 or email info@heritagevenues.com. Please ensure all documentation submitted will be current for the date of the event.

Supplier Chart

We ask our couples to submit supplier information to us well in advance for approval. Please provide them with your timings, full contact details, and a copy of any necessary documents detailed below, together with your dietary requirements if a meal has been agreed.

Insurance

Please provide a copy of your Public Liability certificate.

PAT Test Certificates

Required for all powered electrical equipment you'll be using at the venue.

Risk Assessment & Method Statement (RAMS)

Please provide the risk assessments you operate by as standard and to which your operatives are trained. An event-specific method statement should be provided to clearly explain how you will operate on the day. The method statement is required to ensure safety of people and property while operating on site, and will include (not exhaustive) working from height/ladders, use of electrical equipment, flammable liquids, fairground rides, inflatables, etc. Where your activity is deemed by us to be high risk, we may request a site visit beforehand to discuss and agree the method of working. We reserve the right to refuse access if correct documentation is not received and approved by us in advance, or for you to cease activity on site at our request if your operatives are not adhering to the approved RAMS. Our aim will always be to deliver a perfect and safe event to our clients, to fully cooperate with all suppliers to that end, and we will not unreasonably withhold approvals or make unreasonable demands. If you have any questions please email operations@heritagevenues.com, cc Val Pearson – vp@heritagevenues.com

Ladders & Equipment

Please bring your own tested ladders and all equipment required to undertake your booking on site.

Catering

Food hygiene/allergen certification relating to the staff in attendance – (specific to Ice cream providers).

Bands/DJs

Please note that a sound limiter in the Great Barn is set to a very healthy 96dB. Our Facilities Manager will be present at your set-up/sound check to help set your limits to this to avoid cut-out.

Bands are advised to bring a mat for drum kits as the vibrations can sometimes set the limiter off, and spikes will damage the floor. Set-up will usually be just before or just after service, but please liaise with your client for specific timings. Our Bose sound system is used for background music and speeches only, and is not available for use by bands/DJs. If you have any technical questions, please email operations@heritagevenues.com

Florists

Please remove all flowers and containers from site the morning after an event, and let us know if you are leaving anything behind to avoid confusion with the next event! Please be sure to remove any debris created, as the barn will already have been cleaned ready for the next event.

Setup Times

Your set-up time should be arranged with the client, and access on the morning is generally from 8am. However, for long set-up items such as lighting rigs please contact us as soon as your booking has been confirmed so we can agree access times around our cleaning schedule and timing of the next day's event. Please also note that where we have availability, we allow clients access the previous day for set-up. Again, for lighting rigs etc it's necessary for them to be put up while the barn is empty, and this will need liaison with us. Where requested, we confirm to our clients 7 days in advance whether the day before is free. If you would be unable to set up on that day please let the client know.

Green Room

Please ask your client to let us know if you'll need a green room or changing area. Availability is subject to the client's use of the venue, and we will endeavour to provide a suitable space.